Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

STATEMENT UNDER 37 CFR 3.73(b)	
Applicant/Patent Owner: Anand R. Kumar, et al.	
Application No./Patent No.: 10/735,470 Filed/Issue Date: December 12, 2003	
Titled: METHOD AND APPARATUS FOR PROVIDING INTEG	BRATED CUSTOMER CARE AND WORK-FLOW MANAGEMENT
National Information Solutions Cooperative, Inc. , a (Name of Assignee)	corporation (Type of Assignee, e.g., corporation, partnership, university, government agency, etc.)
states that it is: 1. the assignee of the entire right, title, and interest; or	
 an assignee of less than the entire right, title and interest (The extent (by percentage) of its ownership interest is 3. the assignee of an undivided interest in the entirety of (at the patent application/patent identified above, by virtue of either 	%); or complete assignment from one of the joint inventors was made)
A. An assignment from the inventor(s) of the patent application in the United States Patent and Trademark Office at Rethereof is attached.	ation/patent identified above. The assignment was recorded el, or for which a copy
OR B. \bowtie A chain of title from the inventor(s), of the patent application	tion/patent identified above, to the current assignee as follows:
 From: <u>Anand R. Kumar, Michael A. Frank, Connie L</u> <u>Rex Moorman, Channon O. Lowman, Eric Burke</u> The document was recorded in the United States Parameter	atent and Trademark Office at
From: The document was recorded in the United States Parameters, Frame, or for which a copy there	
From: The document was recorded in the United States Parameters, Frame, or for which a copy there	atent and Trademark Office at
Additional documents in the chain of title are listed on	a supplemental sheet.
As required by 37 CFR 3.73(b)(1)(i), the documentary eviwas, or concurrently is being, submitted for recordation pursuar	dence of the chain of title from the original owner to the assignee at to 37 CFR 3.11.
[NOTE: A separate copy (<i>i.e.,</i> a true copy of the original assign Division in accordance with 37 CFR Part 3, to record the assign	ment document(s)) must be submitted to Assignment ment in the records of the USPTO. <u>See</u> MPEP 302.08]
The undersigned (whose title is supplied below) is authorized and the supplied below is authorized and the supplied below.	to act on behalf of the assignee.
Signature	Date
Whilace R. Goulet, Jr. Printed or Typed Name	General Courses & Vice President Title

This collection of information is required by 37 CFR 3.73(b). The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.